UBIQUITOUS COLLABORATION

Different people, different methods

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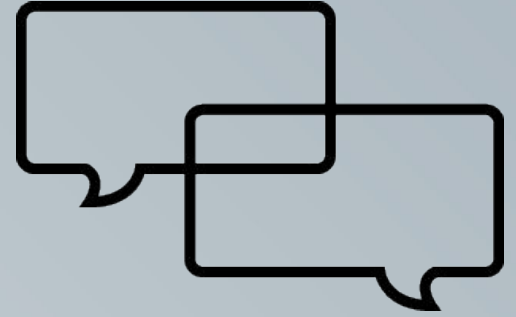
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HELLO, WORLD.

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- Joined Red Hat in 2005 as a web dev
- Now responsible for **scaling open culture**
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Heidi Hess von Ludewig
- Joined Red Hat in 2017
- CEE Interlock Program Manager
- PhD in Workplace Creativity and Innovation
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What makes collaboration difficult?

What is collaboration?

- Red Hat defines Collaboration as "Invite cooperation and productive dialogue to create better solutions"...
  - through inclusivity -- and inviting feedback, listening, and integrating
- But it's more... it's negotiation.
  - It's more than coordination and cooperation
  - That's why it's so difficult

What does good look like?

NOT ENOUGH ←————————————→ **TOO MUCH**

May take action and make decisions without incorporating others' perspectives, involvement, or expertise; excludes relevant stakeholders from important conversations

May display excessive concern for consensus or create paralysis in situations that require action

Tips for success

- Be accepting of differences, rather than trying to make everyone behave as you think they should

- Set the engagement rules early (define the process, the schedule, and what is expected of participants)

- Use multiple methods for collecting and integrating feedback

Common challenges (and solutions)

- Time zones, working hours
- Personality and cultural differences
- Difficult people, difficult situations

Q&A

Title/Abstract

Session title:

Ubiquitous collaboration: Different People, Different Methods

Description:
Working and managing work across geographies, time zones, cultures and personality types is difficult. And now you want to be more open and more collaborative while you do it? But how?

In this mini session, you'll learn the difference between collaboration and other forms of working together. You'll also learn how to be inclusive of different personalities. We've all had "that one coworker" who makes collaboration seem difficult, if not impossible, to sustain -- find out how to keep calm, adapt your approach, and influence even those who are unwilling to listen. Finally, get tips and tricks on how multiple technologies can be combined to foster collaboration networks. You'll leave the session with a tip sheet that outlines how to overcome common collaboration problems.